

DEC - 2 1983

INTER-OFFICE COMMUNICATIONS

Palm Beach County, Florida

TO: John Sansbury, County Administrator
Maureen Peterman, County Attorney's Office
Herbert Kahlert, County Engineer
David Bludworth, State Attorney
Max Rudmann, Asst. Attorney General
Captain Cook, Sheriff's Dept.
Frank Schulz, Sheriff's Office
Robert Basehart, Planning, Building & Zoning
Bob Palchanis, Building Division, Director
Assistant County Attorney - R.W. Carlson, Jr.
Mrs. Jody Ingram - 4th District Court of Appeals
Vince Bonvento, Asst. County Administrator
Paul Milelli, Director, Emergency Services
FROM: John W. Dame
Chief Deputy Clerk

DATE: November 18, 1983

RE: PALM BEACH COUNTY ORDINANCE NO. 83-22

The Palm Beach County Emergency and Non-Emergency
Medical Services Ordinance of 1983, adopted by the
Board of County Commissioners at its meeting of
November 8, 1983.

In accordance with the request of the Board of County Commissioners
enclosed is a copy of subject Ordinance.

Signed

Mrs. Louie Gingeir

JWD:lc

Enclosure

cc: Commissioner Evatt
Commissioner Spiliias
Commissioner Koehler
Commissioner Wilken
Commissioner Bailey
John B. Dunkle, Clerk
Minutes Department ✓

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
ORDINANCE NO. 83- 22

COUNTY-WIDE ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, TO BE KNOWN AS THE PALM BEACH COUNTY EMERGENCY AND NON-EMERGENCY MEDICAL SERVICES ORDINANCE OF 1983, PROVIDING FOR: SHORT TITLE; AUTHORITY AND PURPOSE; DEFINITIONS; CERTIFICATES OR LICENSE REQUIRED; PROCEDURES FOR REQUESTING CERTIFICATE; INVESTIGATION AND REVIEW OF APPLICATION; REQUIREMENT FOR BOARD APPROVAL IN GRANTING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY; RIGHTS AND DUTIES GRANTED BY CERTIFICATE AND LICENSE FOR NON-EMERGENCY MEDICAL TRANSPORTATION; RENEWAL OF EXISTING CERTIFICATES AND LICENSES FOR NON-EMERGENCY MEDICAL TRANSPORTATION; RULES AND REGULATIONS; GENERAL PROHIBITION; DEFICIENCIES; CERTIFICATION REVOCATION, MODIFICATION, SUSPENSION; COMPLAINT PROCEDURE; EMERGENCY POWERS; EXCLUSION FROM CERTIFICATE REQUIREMENT; PENALTIES; INCLUSION IN CODE; APPLICABILITY; REPEAL OF LAWS IN CONFLICT; SEVERABILITY; EFFECTIVE DATE.

SECTION 1. SHORT TITLE

This ordinance shall be known and cited as the Palm Beach County Emergency and Non-emergency Medical Services Ordinance of 1983.

SECTION 2. AUTHORITY AND PURPOSE

This ordinance is promulgated pursuant to Chapter 401, Florida Statutes. The purpose of this ordinance is to promote the health, safety, and welfare of residents of Palm Beach County in need of emergency and non-emergency medical services by establishing standards for issuing Certificates of Public Convenience and Necessity for Emergency Medical Transportation Services, Advanced Life Support Services and Special Limited Services; by establishing standards for issuing licenses for Non-emergency Medical Transportation Services; by providing for the adoption of Rules and Regulations for the certification of Emergency Medical Transportation Services, Advanced Life Support Services, Special Limited Services, and Non-emergency Medical Transportation Services; by providing for the adoption of Rules and Regulations governing the operation of Emergency Medical Transportation Services, Special Limited Services, and Non-emergency Medical Transportation Services; by

1 providing for the adoption of Rules and Regulations relative to
2 establishing zones for Emergency Medical Transportation Services.

3 SECTION 3. DEFINITIONS

4 A. "Ambulance" means any private or publicly owned land, air or
5 water vehicle that is designed, constructed, reconstructed, maintained,
6 equipped, or operated and is used for or intended to be used for air,
7 land or water transportation of persons who are in need of emergency
8 medical attention.

9 B. "Emergency Medical Transportation Service" means any person,
10 service, business entity or government agency that engages in, or holds
11 itself out to the general public as engaging in the business of regu-
12 larly transporting individuals pursuant to emergency medical calls.

13 C. "Emergency Medical Services Vehicle" means any private or
14 publicly owned land, air, or water vehicle that is designed, con-
15 structed, reconstructed, maintained, equipped or operated, and is used
16 for, or intended to be used for responding to emergency medical calls.
17 These vehicles do not transport those persons receiving such emergency
18 medical service.

19 D. "Non-emergency Medical Transportation Vehicle" means any
20 privately or publicly owned air, land, or water vehicle that is
21 designed, constructed, reconstructed, maintained, equipped or operated
22 and is used, or intended to be used for, air, land or water transpor-
23 tation of persons with non-emergency conditions requiring specialized
24 transportation who will not need medical attention at the scene or
25 enroute.

26 E. "Non-emergency Medical Transportation Service" means any
27 person, firm, business entity or governmental agency that engages in, or
28 holds itself out to the general public as engaging in, the business of
29 responding to non-emergency calls.

30 F. "Emergency Medical Call" means a call indicating the need for
31 medical assistance and or transportation of sick, injured or otherwise
32 incapacitated person, by ambulance, upon the streets, highways, water-
33 ways or airways of this county who will require medical supervision
34 enroute.

1 G. "Non-emergency Call" means a call requesting transportation
2 of persons who will not need medical supervision or care at the scene or
3 enroute.

4 H. "County" means the incorporated and unincorporated areas of
5 Palm Beach County, Florida.

6 I. "Board" means the Board of County Commissioners of Palm Beach
7 County, Florida.

8 J. "Administrator" means the Palm Beach County Administrator or
9 his designee.

10 K. "MedCom" means the Palm Beach County Emergency Medical
11 Service medical communications center.

12 L. "Patient" means any person who is in need of emergency
13 medical treatment or medical transportation.

14 M. "Passenger" means any person who is in need of non-emergency
15 medical transportation.

16 N. "Advanced Life Support" means treatment of life-threatening
17 medical emergencies through the use of techniques such as endotracheal
18 intubation, the administration of drugs, intravenous fluids, telemetry,
19 cardiac monitoring, and cardiac defibrillation by a qualified person.

20 O. "Advanced Life Support Service" means any emergency transport
21 or non-transport service which uses advanced life support techniques.

22 P. "Inter-hospital Transfer" means the transportation of a
23 patient requiring an ambulance or Advanced Life Support Service between
24 two facilities licensed under Chapter 395, Florida Statutes, or Chapter
25 400, Florida Statutes.

26 Q. "Medical Direction" means direct physician supervision
27 through two-way voice communication or when such voice communication is
28 unavailable, through established standing order.

29 R. "Medical Director" means a Florida licensed physician,
30 employed or contracted, who provides medical supervision for daily
31 operations and training.

32 S. "Area or Zone" means the geographical boundary in which the
33 service will be provided.

34 T. "Certificate of Public Convenience and Necessity" or "Certif-
35 icate" means a document issued by the County Commissioners, deeming it a

1 matter of public convenience and necessity for the named Emergency
2 Medical Transportation Service, Advanced Life Support Service, or
3 Special Limited Service, or Non-emergency Transportation Service to
4 operate in the confines of Palm Beach County, as authorized in Section
5 401.25, Florida Statutes.

6 U. "SWAT Medic Provider" means any law enforcement agency
7 granted a Special Limited Certificate which employs SWAT Medics or which
8 contracts with a state licensed Advanced Life Support provider to supply
9 Advanced Life Support Services in times of civil disorder.

10 V. "SWAT Medic" means a state certified Paramedic who has
11 received specialized law enforcement training employed by a law enforce-
12 ment agency or a state licensed Advanced Life Support provider which is
13 under contract with a SWAT Medic provider to supply Advanced Life
14 Support in times of civil disorder.

15 W. "License" means that document granted by the State of
16 Florida, pursuant to Chapter 401, Florida Statutes, authorizing the
17 operation of an emergency medical transport service, advanced life
18 support service, or special limited service. In addition, "license"
19 shall mean that document granted by Palm Beach County, pursuant to this
20 ordinance, authorizing the operation of a non-emergency medical
21 transport service.

22 SECTION 4. CERTIFICATES OR LICENSE REQUIRED

23 There shall be three (3) categories of Certificates of Public
24 Convenience and Necessity and one (1) category of licensure in Palm
25 Beach County.

26 1. Certificates of Public Convenience and Necessity for busi-
27 nesses and agencies that conduct an emergency medical transportation
28 service, titled CLASS A.

29 2. Certificates of Public Convenience and Necessity for busi-
30 nesses and agencies that conduct an Advanced Life Support Service,
31 titled CLASS B.

32 3. Special/Limited Certificates of Public Convenience and
33 Necessity for business and agencies that conduct services such as air
34 ambulance, advanced life support inter-hospital transfers, SWAT Medic

1 Provider" or other services that may not require zones or established
2 areas of coverage, titled CLASS C.

3 4. Licensure for businesses and agencies that conduct a
4 non-emergency medical transportation service. This license does not
5 require zones or established areas of coverage.

6 SECTION 5. PROCEDURES FOR REQUESTING CERTIFICATE

7 A. Each applicant for a Class A, Class B, and Class C Certifi-
8 cate of Public Convenience and Necessity shall submit a copy of a
9 completed application as required by Chapter 401, Florida Statutes,
10 and/or any rules promulgated pursuant thereto. This application must
11 also include: (1) such other information, non-duplicative of the State
12 application, that the Administrator may require (i.e. zones, rate
13 schedules, verification of contractual agreements with State licensed
14 providers in Palm Beach County, where applicable, and a current outside
15 financial statement or, in the case of a governmental unit, the funds
16 budgeted for this service), and (2) a non-refundable application fee of
17 \$50.

18 B. Requests for non-emergency medical transportation licenses
19 shall be made on the forms provided by the Administrator. Each
20 application shall include:

21 1. the name, address and telephone number of each owner of
22 the company or, if the company is a corporation, then of the directors
23 of the corporation and of each stockholder of the corporation;

24 2. the date of incorporation or formation of the business
25 association;

26 3. the name under which the applicant will operate;

27 4. the year, model, type, Department of Health vehicle
28 permit number or Palm Beach County vehicle permit number, mileage,
29 passenger capacity, State of Florida vehicle license number of every
30 vehicle that will be used for passenger transport;

31 5. the location of the place or places from which the
32 applicant will operate and the geographic area or areas to be served by
33 the applicant;

34 6. a description of the applicant's communication system,
35 if any, including its assigned frequencies, mobiles and portables and a
36 copy of each FCC license issued for those frequencies;

- 1 7. the names and addresses of three U.S. Citizens residing
- 2 in Palm Beach County, who will act as reference for the applicant;
- 3 8. a schedule of rates which the applicant will charge
- 4 during the certificate year;
- 5 9. verification of adequate insurance coverage during the
- 6 certificate year;
- 7 10. an affidavit signed by the applicant stating that all
- 8 information provided in the application is true;
- 9 11. a statement indicating the method of screening that will
- 10 be used to assure that all calls responded to are non-emergency in
- 11 nature;
- 12 12. such other information as may be reasonably requested by
- 13 the Administrator;
- 14 13. an initial non-refundable application fee of \$50.00.

SECTION 6. INVESTIGATION AND REVIEW OF APPLICATION

A. Upon receipt of any application from providers currently licensed in Palm Beach County for the zone(s) or area they are presently serving, the Administrator shall review the application. If the application meets all State requirements, and such other non-duplicative requirements of the Administrator, it shall be forwarded to the Board for action.

B. Upon receipt of an application from prospective providers not currently licensed in Palm Beach County, or from currently licensed providers requesting to alter its zone, area, or type of service, the Administrator shall review the application, conduct an investigation, and obtain verification from the Palm Beach County Health Department that the application meets all State of Florida requirements. The investigation may also review:

- 29 1. the need for the proposed Service in the requested area
30 or zone;
- 31 2. the financial strength of the applicant to assure
32 continued service to the area or zone;
- 33 3. the proposed rate structure as it relates to those
34 currently charged in the County;

1 4. if the applicant can assure or has assured meeting all
2 State of Florida and Palm Beach County requirements;

3 5. the professional and personal integrity of the appli-
4 cant.

5 C. The Administrator's report concerning the application shall
6 be forwarded to the Board for its review and action. The Administrator
7 may also forward this report to the Palm Beach County Emergency Medical
8 Services Council for its input and recommendations to the Board.

9 SECTION 7. REQUIREMENT FOR BOARD APPROVAL IN GRANTING A CERTIFICATE OF
10 PUBLIC CONVENIENCE AND NECESSITY

11 A. The Board shall schedule public hearings to consider all
12 applications for certificates and non-emergency medical transportation
13 licenses. The Administrator shall notify the applicant and all current
14 holders of certificates and non-emergency medical transportation
15 licenses of the date, time and place of the public hearing at least one
16 week in advance.

17 B. At the hearing, the Board may receive the report of the
18 Administrator, testimony from the applicant or any other interested
19 party and any other relevant information. The Board will consider the
20 public's convenience and the necessity for the service in the zone or
21 area requested and whether the applicant has the ability to provide the
22 necessary service. The Board shall then authorize the issuance of the
23 certificate or non-emergency medical transportation license with such
24 conditions as are in the public's interest or deny the application
25 setting forth the reasons for the denial.

26 C. Contested Areas/Non Applicant

27 1. In those instances where any entity applies for a Class
28 A or B certificate and any party or provider other than the applicant
29 for the Class A or B certificate asserts that they are the best able and
30 the most appropriate agency to provide the type of service being
31 requested by the applicant for all or part of the zone(s) or area(s)
32 under review, the Board shall postpone any further consideration for the
33 granting of a Certificate of Public Convenience and Necessity within the
34 contested area for a period not to exceed sixty (60) days. The
35 non-applicant must then make application for an area or zone(s) which

1 includes the contested area within fourteen (14) days. However, the
2 Board may grant a Certificate to the applicant for the area not under
3 contention.

4 2. The Board shall forward notice of the contested zones to
5 the EMS Council for their review and recommendation as to which entity
6 is the best able and most appropriate agency to serve all or a portion
7 of the contested zone.

8 3. The Board will establish a date for public hearing for
9 the granting of a Certificate in the contested area.

10 4. The applicants shall appear before the Board at the
11 public hearing on the same day. At this public hearing, the Board shall
12 determine which agency is best able and the most appropriate agency to
13 serve all or a portion of the contested area. The agency determined to
14 be best able and the most appropriate agency to serve all or a portion
15 of the contested area may be identified as "Primary" Server. The agency
16 or agencies not identified as "Primary" may be designated as "Secondary"
17 and serve as backup to the primary agency, if the primary agency is
18 unable to respond.

19 5. Areas may be contested only at time of original
20 Certificate issue or at time of renewal.

21 D. Contested Areas/Dual Applicants

22 1. In those instances where two or more entities have
23 pending applications for a Class A or B certificate and seek to provide
24 the same service for the same zone or area in whole or in part, the
25 Administrator shall give written notification by certified mail, return
26 receipt requested, to each entity of this fact.

27 Each entity shall be required to give written notification
28 to the Administrator within ten (10) days of receipt of said notice as
29 to why it is the best able and most appropriate agency to serve all or a
30 part of the contested area. Failure to give such notice shall cause
31 said applicant to no longer be considered for any portion of the
32 contested area.

33 2. If more than one applicant responds to the
34 Administrator's notification within the ten (10) day period, the
35 Administrator shall forward the applications and letters of response to
36

1 the EMS Council for its review and recommendation as to which applicant
2 is the best able and most appropriate agency to serve all or a portion
3 of the contested zone.

4 3. After review and recommendation by the EMS Council the
5 Administrator shall forward said recommendation to the Board which shall
6 set a date for public hearing to consider the applications.

7 4. The applicants shall appear before the Board at said
8 public hearing. At this public hearing the Board shall determine which
9 agency is best able and the most appropriate agency to serve all or a
10 portion of the contested area. The agency determined to be best able
11 and the most appropriate agency to serve all or a portion of the
12 contested area may be identified as "Primary" Server. The agency or
13 agencies not identified as "Primary" may be designated as "Secondary"
14 and serve as backup to the primary agency, if the primary agency is
15 unable to respond.

16 E. Notwithstanding the procedures and substantive requirements
17 for the issuance of a Class A or Class B Certificate, the Board may
18 grant, at its discretion, a temporary Certificate of Public Convenience
19 and Necessity for a period not to exceed four (4) months in order to
20 safeguard and protect the public health, safety and welfare.

21

22 SECTION 8. RIGHTS AND DUTIES GRANTED BY CERTIFICATE AND LICENSE FOR
23 NON-EMERGENCY MEDICAL TRANSPORTATION

24 A. Certificates of Public Convenience and Necessity Class A or
25 C, and licenses granted for non-emergency medical transportation,
26 granted by the Board pursuant to this Ordinance shall be valid for one
27 (1) calendar year. Class B certificates shall be valid for two (2)
28 years. All certificates and licenses for non-emergency medical
29 transportation shall be personal to the applicant and not transferable.
30 In the case of a corporation or business entity, a new certificate must
31 be applied for if 25% or more of the outstanding shares of the
32 corporation or other incidents of ownership of the business are
33 transferred or undergo a change in ownership.

1 B. Acceptance of a Class A certificate shall obligate the
2 applicant to:

3 1. provide complete emergency medical transportation
4 service coverage to the entire zone;

5 2. provide coverage to adjoining zone, when requested to do
6 so by EMS Dispatch for emergency medical calls when the certificate
7 holder for that zone is unable to respond unless it will remove all
8 coverage from its zone;

9 3. to respond to all emergency medical calls unless all
10 vehicles are in service on other ambulance business;

11 4. abide by all requirements of this ordinance and rules
12 and regulations adopted by the Board and all State and local laws;

13 5. provide access to the applicant's business for inspec-
14 tion by the Administrator pursuant to investigation of complaints;

15 6. keep posted at his place of business a copy of the fee
16 schedule required under this ordinance;

17 7. notify the administrator of any changes in the fee
18 schedule;

19 8. notify the administrator at least thirty (30) days prior
20 to termination or reduction of any service.

21 C. Acceptance of Class B Certificate shall obligate the appli-
22 cant to:

23 1. provide ALS to entire geographical area as stated on
24 certificate of public convenience and necessity;

25 2. to respond to all emergency medical calls unless all
26 vehicles are in service on other emergency business;

27 3. abide by all requirements of this ordinance and rules
28 and regulations adopted by the Board and all State and local laws;

29 4. provide access to the applicant's business for inspec-
30 tion by the administrator pursuant to investigation of complaints;

31 5. keep posted at his place of business a copy of the fee
32 schedule required under this ordinance;

33 6. notify the Administrator of any changes in the fee
34 schedule;

1 7. notify the Administrator at least thirty (30) days prior
2 to termination or reduction of any service.

3 D. The Acceptance of a Class C Certificate obligates the appli-
4 cant to:

5 1. operate in accordance with this ordinance and the rules
6 and regulations adopted pursuant to this ordinance and all State and
7 local laws;

8 2. abide by all restrictions, limitations, and exclusions
9 as identified on the certificate;

10 3. provide access to the applicants business locations for
11 inspection by the Administrator pursuant to investigations of com-
12 plaints;

13 4. notify the Administrator at least thirty (30) days in
14 advance of termination or reduction of service;

15 5. notify the Administrator of any changes in the fee
16 schedule;

17 6. keep posted at his place of business a copy of the fee
18 schedule required under this ordinance.

19 E. The acceptance of a non-emergency medical transportation
20 license shall obligate the applicant to:

21 1. operate in accordance with this ordinance and the rules
22 and regulations adopted pursuant to this ordinance and all State and
23 local laws.

24 2. provide access to its place of business for inspection
25 by the administrator pursuant to investigations of complaints;

26 3. notify the Administrator at least thirty (30) days in
27 advance of termination or reduction of service;

28 4. notify the Administrator of any changes in the fee
29 schedule;

30 5. keep posted at his place of business a copy of the fee
31 schedule required under this ordinance.

32 SECTION 9. RENEWAL OF EXISTING CERTIFICATES AND LICENSES FOR
33 NON-EMERGENCY MEDICAL TRANSPORTATION

34 A. Applications for renewal of existing Certificates of Public
35 Convenience and Necessity and licenses for non-emergency medical

1 transportation shall be made by written request to the Board of
2 Commissioners through the Administrator. This request shall be filed
3 ninety (90) days prior to the expiration date of the provider Certifi-
4 cate of Public Convenience or license for non-emergency medical
5 transportation.

6 B. Applications for renewal of existing Certificates of Public
7 Convenience and Necessity or license for non-emergency medical
8 transportation shall be for the same area or zone(s), and class for
9 which they are presently certified or licensed by Palm Beach County. A
10 renewal applicant shall submit its prior application for a certificate
11 or license for non-emergency medical transportation together with any
12 relevant non-duplicative information required by the Administrator and
13 amendments which may be necessary as a result of changes in
14 circumstances which have occurred since its last application.

15 C. Renewal certificates or license for non-emergency medical
16 transportation may be approved by the Board upon the recommendation of
17 the Administrator upon public notice and hearing, and written notice to
18 certificate holders and non-emergency medical transportation license
19 holders.

20 D. Each application for renewal shall be accompanied by a \$25.00
21 renewal fee.

22 SECTION 10. RULES AND REGULATIONS

23 The Administrator, in consultation with the EMS Council is hereby
24 authorized to prepare such rules and regulations necessary to carry out
25 the purpose of this ordinance, and shall present these rules and regu-
26 lations for the consideration by the Board of County Commissioners at a
27 Public Hearing.

28 The Board may adopt and subsequently amend rules and regulations
29 adopted hereunder, by motion, at its weekly public meeting provided
30 notice of the proposed change has been presented to the EMS Council for
31 their input prior to consideration by the Board.

SECTION 11. GENERAL PROHIBITION

It shall be a violation of this ordinance, subject to the punishment as provided herein, for any person, business entity or governmental agency to:

A. obstruct, bar or otherwise interfere with an inspection undertaken under the purview of this ordinance;

B. knowingly make an omission of a material fact or a false statement, in any application or other document filed with the Administrator;

C. without reasonable cause, by telephone or otherwise, causes to be placed or places a false emergency medical call, shall be guilty of violation of this ordinance subject to punishment as provided herein;

D. violate or fail to observe any requirement of this ordinance, or any rule, regulation or order under the provisions of this ordinance. A separate and distinct offense shall be deemed to occur each day a prohibited act occurs under this subsection;

E. represent herself, himself, or itself as an emergency medical transportation service, a non-emergency medical transportation service, an advanced life support service, or a special limited service, or engage in the business of conducting an emergency medical transportation service, non-emergency medical transportation service, an advanced life support service, or a special limited service without first obtaining an appropriate Certificate of Public Convenience and Necessity or NEMT license from the Board as provided herein and obtaining the necessary State of Florida licensure, as applicable. A separate and distinct offense shall be deemed to occur each day a prohibited act occurs under this subsection.

SECTION 12. DEFICIENCIES

A. Whenever the Administrator finds, upon inspection or through information in their possession, that a certificate holder is not in compliance with a requirement established under this ordinance or the rules and regulations, the Administrator shall order the certificate holder or non-emergency medical transportation license holder to correct such deficiency.

1 B. Every such correction order shall include a statement of the
2 deficiencies found, the period prescribed within which the deficiency
3 must be corrected and the provision of the law relied upon. The
4 affected certificate holder or non-emergency medical transportation
5 license holder may file a written request with the Administrator for
6 reconsideration of the order or any portion thereof, within five (5)
7 calendar days of the receipt of such order. Failure of the
8 Administrator to deny or otherwise act upon a written request within
9 seven (7) calendar days, shall void the correction notice.

10 SECTION 13. CERTIFICATION REVOCATION, MODIFICATION, SUSPENSION

11 Every certificate or license issued pursuant to this ordinance is
12 subject to revocation, modification or suspension where it is found
13 that:

14 A. the certificate or license holder has failed or neglected to
15 render services as required by the certificate, this ordinance or the
16 rules and regulations promulgated by the Board or Chapter 401, Florida
17 Statutes; or

18 B. the application submitted to secure a Certificate of Public
19 Convenience and Necessity or license from the Board of County
20 Commissioners contains false representation or omitted material facts;
21 or

22 C. the certificate or license holder, or its agent, has demanded
23 money or other compensation in excess of that established in its
24 schedule of fees filed with the Board pursuant to this ordinance; or

25 D. the certificate or license holder has failed to adequately
26 serve the public's convenience and necessity; or

27 E. the certificate or license holder has failed to comply with a
28 correction order issued under Section 12 of this ordinance; or

29 F. the certificate or license holder has been adjudicated guilty
30 of a felony provided his/her civil rights have not been restored; or

31 G. the certificate or license holder has been adjudicated guilty
32 of any criminal offense involving moral turpitude; or

33 H. the certificate or license holder has been found guilty of
34 malpractice or negligence in the operation of its service; or